

<b>FCC Form 481 - Carrier Annual Reporting</b> <b>Data Collection Form</b>	<b>FCC Form 481</b> OMB Control No. 3050-0986/OMB Control No. 3050-0819 July 2013
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<b>&lt;010&gt;</b>	Study Area Code	431981
<b>&lt;015&gt;</b>	Study Area Name	CHOUTEAU TEL CO
<b>&lt;020&gt;</b>	Program Year	2015
<b>&lt;030&gt;</b>	Contact Name: Person USAC should contact with questions about this data	Barbara Galardo
<b>&lt;035&gt;</b>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.
<b>&lt;039&gt;</b>	Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.com

ANNUAL REPORTING FOR ALL CARRIERS			54.313 Completion Required	54.422 Completion Required
(check box when complete)				
<b>&lt;100&gt;</b>	Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;200&gt;</b>	Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;210&gt;</b>	[REDACTED] <- check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;300&gt;</b>	Unfulfilled Service Requests (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;310&gt;</b>	Detail on Attempts (voice)	[REDACTED] (attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;320&gt;</b>	Unfulfilled Service Requests (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;330&gt;</b>	Detail on Attempts (broadband)	[REDACTED] (attach descriptive document)	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;400&gt;</b>	Number of Complaints per 1,000 customers (voice)			
<b>&lt;410&gt;</b>	Fixed	[REDACTED]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;420&gt;</b>	Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;430&gt;</b>	Number of Complaints per 1,000 customers (broadband)			
<b>&lt;440&gt;</b>	Fixed	[REDACTED]	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;450&gt;</b>	Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;500&gt;</b>	Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;510&gt;</b>	431981ok510.pdf	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;600&gt;</b>	Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;610&gt;</b>	431981ok610.pdf	(attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;700&gt;</b>	Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;710&gt;</b>	Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;800&gt;</b>	Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;900&gt;</b>	Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1000&gt;</b>	Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1010&gt;</b>	1010 Voice Service Rate Comparability.pdf	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1100&gt;</b>	Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1110&gt;</b>	(complete attached worksheet)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>&lt;1200&gt;</b>	Terms and Condition for Lifeline Customers		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet**

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

<b>&lt;2000&gt;</b>	(check to indicate certification)	
<b>&lt;2005&gt;</b>	(complete attached worksheet)	

**Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet**

<b>&lt;3000&gt;</b>	(check to indicate certification)	
<b>&lt;3005&gt;</b>	(complete attached worksheet)	

<b>(100) Service Quality Improvement Reporting</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	431991
<015> Study Area Name	CHOUTEAU TEL CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<110> Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
If your answer to Line <110> is yes, do you have an existing § 54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

112 Service Quality Improvement Reporting.pdf

Name of Attached Document

Please check these boxes below to confirm that the attached documents(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How (USF) was used to improve service quality
- <116> How (USF) was used to improve service coverage
- <117> How (USF) was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.


<010>	Study Area Code	431981
<015>	Study Area Name	CHOUTEAU TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com



<010>	Study Area Code	431981
<015>	Study Area Name	CHOUTEAU TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galarde
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalarde@fairpoint.com

<701>	Residential Local Service Charge Effective Date	1/1/2014
<702>	Single State-wide Residential Local Service Charge	

[illegible]

(710) Broadband Price Offerings Data Collection Form FCC Form 481  
OMB Control No. 3060-0985/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	431981
<015>	Study Area Name	CHOUTEAU TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

[illegible]

<010>	Study Area Code	431981
<015>	Study Area Name	CHOUTEAU TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	begalardo@fairpoint.com

<a1>	<a2>	<a3>
Affiliates	SAC	Doing Business As Company or Brand Designation
- See attached worksheet -		



(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code 431981  
 <015> Study Area Name CHOUTEAU TEL CO  
 <020> Program Year 2015  
 <030> Contact Name - Person USAC should contact regarding this data Barbara Galardo  
 <035> Contact Telephone Number - Number of person identified in data line <030> 2075354126 ext.  
 <039> Contact Email Address - Email Address of person identified in data line <030> bgalardo@fairpoint.com

<910> Tribal Land(s) on which ETC Serves

Cherokee Nation

<920> Tribal Government Engagement Obligation

431981ok520.pdf

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes
Yes

<b>(1100) No Terrestrial Backhaul Reporting</b>		FCC Form 481
<b>Data Collection Form</b>		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

<010>	Study Area Code	431981
<015>	Study Area Name	CHOUTEAU TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

Please check this box to confirm no terrestrial backhaul options exist within the supported area pursuant to § 54.313(G) ☐

Please check this box to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(G) ☐



(1200) Terms and Condition for Lifeline Customers		FCC Form 481
Lifeline Data Collection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
		July 2013

<010>	Study Area Code	431961
<015>	Study Area Name	CHOUTEAU TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP ://www.tariffn.net/fairpoint/tior.asp?cid=1644

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- |  |                                     |
|--|-------------------------------------|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> Details on the number of minutes provided as part of the plan,  | <input checked="" type="checkbox"/> |
| <1223> Additional charges for toll calls, and rates for each such plan.  | <input checked="" type="checkbox"/> |

(2000) Price Cap Carrier Additional Documentation		PCC Form 481
Data Collection Form		OMB Control No. 3050-0386/OMB Control No. 3050-0813
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		July 2013

<010>	Study Area Code	431981
<015>	Study Area Name	CHOUTEAU TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354125 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e) the information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input checked="" type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
Connect America Phase II Reporting (47 CFR § 54.313(e))		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<input type="checkbox"/>
<2021>	Interim Progress Community Anchor Institutions	

Name of Attached Document Listing Required Information

(3000) Rate of Return Carrier Additional Documentation Data Collection Form		RCC Form 482 OMB Control No. 3060-0886/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	431981
<015> Study Area Name	CROOKRAB TEL CO
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Raybana Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2025354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.302(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3010) Progress Report on 5 Year Plan  
Milestone Certification (47 CFR § 54.313(f)(1)(i))

Name of Attached Document Listing Required Information

(3011) Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(i), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

☐

(3012) Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))

Name of Attached Document Listing Required Information

(3013) Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))

(Yes/No)

☒ Yes  
☒ No

(3014) If yes, does your company file the RUS annual report

(Yes/No)

☒ Yes  
☒ No

Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:

(3015) Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)

☐

(3016) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3017) If the response is yes on line 3014, attach your company's RUS annual report and all required documentation

Name of Attached Document Listing Required Information

(3018) If the response is no on line 3014, is your company audited?

(Yes/No)

☒ Yes  
☒ No

If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3019) Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications

☐

(3020) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3021) Management letter issued by the independent certified public accountant that performed the company's financial audit.

☐

If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:

(3022) Copy of their financial statement which has been subject to review by an independent certified public accountant; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers.

☐

(3023) Underlying information subjected to a review by an independent certified public accountant

☐

(3024) Underlying information subjected to an officer certification.

☐

(3025) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows

☐

(3026) Attach the worksheet listing required information

Name of Attached Document Listing Required Information



Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	431981
<015> Study Area Name	CHOJTEAU TEL CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	CHOJTEAU TEL CO
Signature of Authorized Officer:	CERTIFIED ONLINE Date 06/25/2014
Printed name of Authorized Officer:	Mike Skriwan
Title or position of Authorized Officer:	VP regulatory
Telephone number of Authorized Officer:	2075354130 ext.
Study Area Code of Reporting Carrier:	431981 Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting  
{47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan.<sup>1</sup>

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<sup>1</sup> The Public Notice stated, in relevant part:

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.



Chouteau  
Oklahoma  
431981

Line 510: Service Quality Reporting/Consumer Protection Rules Compliance

Chouteau Telephone Company, hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Oklahoma Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as Identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its *2005 ETC Order*,<sup>1</sup> the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."<sup>2</sup> The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."<sup>3</sup>

The Oklahoma Public Service Commission does not require Chouteau Telephone Company to file Service Quality Reports.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at [consumer@fairpoint.com](mailto:consumer@fairpoint.com). The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

<sup>1</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

<sup>2</sup> *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Barney Boynton  
Director, Operational Risk

Form 481 Line 610: Functionality In Emergency Situations

## Business Continuity Plan Overview

### Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

### BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an external-interfacing element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications

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Portland, ME 04103

Barney Boynton  
Director, Operational Risk

### **BCP Structure**

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.





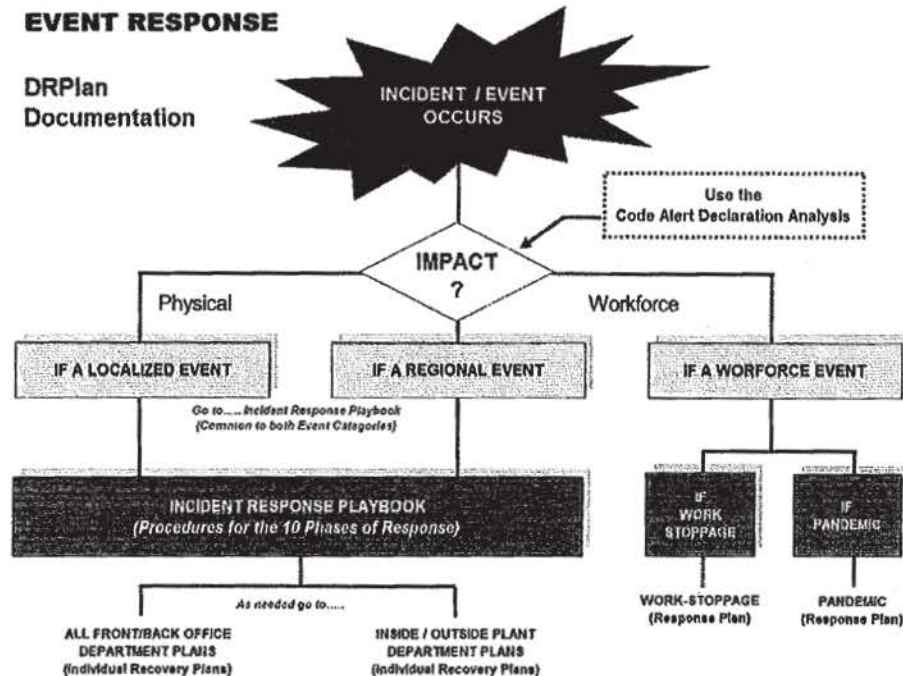
FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Barney Boynton  
Director, Operational Risk

## EVENT RESPONSE

DRPlan  
Documentation



### Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in



FairPoint Communications

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Barney Boynton  
Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments – to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

#### **Plan Maintenance and Exercising**

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

<701>	Residential Local Service Charge Effective Date	1/1/2014
<702>	Single State-wide Residential Local Service Charge	

[illegible]

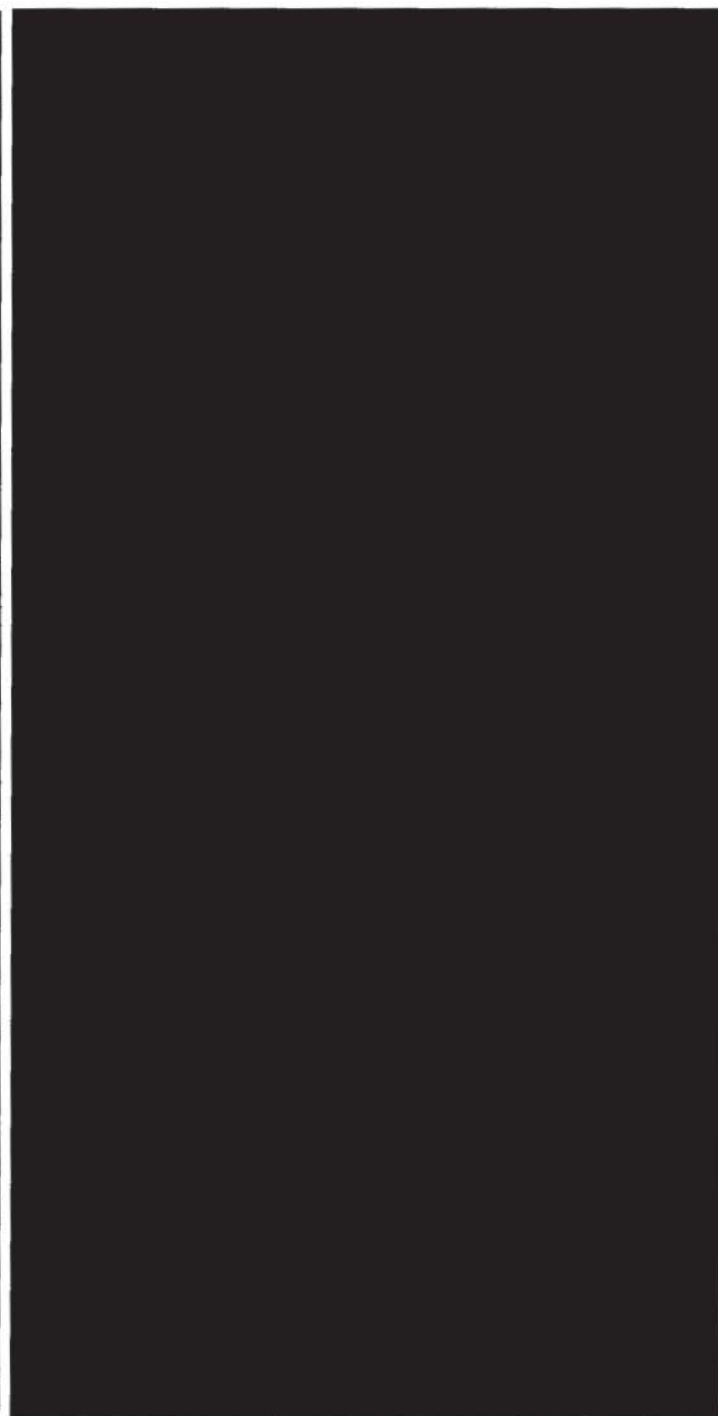


(710) Broadband Price Offerings  
Data Collection Form

FCC Form 487  
OMB Control No. 3060-0086 OMB Control No. 3060-0079  
July 2013

<010>	Study Area Code	433981
<015>	Study Area Name	CHOCZYAU TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galarzo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalarzo@calypoint.com

<711>	<015>	<020>	<030>	<035>	<039>	<040>	<041>	<042>	<043>	<044>	<045>
Score	Exchange (LSC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)			



(800) Operating Companies Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
---	--

<010> Study Area Code	431981
<015> Study Area Name	CHOUTEAU TEL CO
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810> Reporting Carrier	Chouteau Telephone Company
<811> Holding Company	FairPoint Communications, Inc.
<812> Operating Company	Chouteau Telephone Company

<813>	<81>	<82>	<83>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	BE Mobile Communications, Incorporated		dba FairPoint Long Distance
	Bentleyville Communications Corporation	170145	dba FairPoint Communications
	Berkshire Cable Corp.		dba FairPoint Long Distance
	Berkshire Cellular, Inc.		
	Berkshire New York Access, Inc.		
	Berkshire Telephone Corporation	150073	dba FairPoint Communications
	Big Sandy Telecom, Inc.	462192	dba FairPoint Communications / Big Sandy Telecom, Inc.
	Bluestem Telephone Company	411835	dba FairPoint Communications
	C & E Communications, Ltd.		
	Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
	Chautauqua and Erie Telephone Corporation	150078	dba FairPoint Communications
	China Telephone Company	100004	dba FairPoint Communications ? China Telephone Company
	Chouteau Telephone Company	431981	dba FairPoint Communications
	Columbine Telecom Company (f/k/a Columbine Acquisition Corp.	462204	dba FairPoint Communications / Columbine Telecom Company
	Columbus Grove Telephone Company	300604	dba FairPoint Communications
	COM Networks, Inc.		
	Comerco, Inc.		dba FairPoint Long Distance
	Community Service Telephone Co.	100015	dba FairPoint Communications ? Community Service Telephone Co.
	C-R Communications, Inc.		
	C-R Long Distance, Inc.		dba FairPoint Long Distance / C-R Long Distance, Inc.
	C-R Telephone Company	341009	dba FairPoint Communications / C-R Telephone Company
	El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company
	Ellensburg Telephone Company	522412	dba FairPoint Communications

(800) Operating Companies		FCC Form 481
Data Collection Form		OMB Control No. 3060-0886/OMB Control No. 3060-0819
		July 2013

<010>	Study Area Code	431981
<015>	Study Area Name	CHOUTEAU TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galarde
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalarde@fairpoint.com
<810>	Reporting Carrier	Chouteau Telephone Company
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Chouteau Telephone Company

<813>	<01>	<02>	<03>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Elitel Long Distance Corp.		dba FairPoint Long Distance
	Enhanced Communications of Northern New England Inc.		
	ExOp of Missouri, Inc.		dba FairPoint Communications
	FairPoint Broadband, Inc.		dba FairPoint Communications
	FairPoint Business Services LLC		
	FairPoint Carrier Services, Inc.		
	FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications
	FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
	FairPoint Vermont, Inc.		dba FairPoint Communications
	Germantown Independent Telephone Company	300618	dba FairPoint Communications
	Germantown Long Distance Company		dba FairPoint Long Distance
	GTC Communications, Inc. (f/k/a TPG Communications, Inc.)		
	GTC, Inc.	210291	(Floral) dba FairPoint Communications
	GTC, Inc.	210329	(Perry) dba FairPoint Communications
	Maine Telephone Company	100025	dba FairPoint Communications ? Maine Telephone Company
	Marianna and Scenery Hill Telephone Company	170105	dba FairPoint Communications
	Marianna Tel, Inc.		dba FairPoint Long Distance
	MJD Services Corp.		
	MJD Ventures, Inc.		
	Northern New England Telephone Operations LLC - Maine	105111	dba FairPoint Communications
	Northern New England Telephone Operations LLC - Maine	125113	dba FairPoint Communications
	Northland Telephone Company of Maine, Inc.	103313	dba FairPoint Communications ? Northland Telephone Company of Maine, Inc. (Maine)
	Odin Telephone Exchange, Inc.	341065	dba FairPoint Communications / Odin Telephone Exchange, Inc.



(800) Operating Companies Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	431981
<015>	Study Area Name	CHOUTEAU TEL CO
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com
<810>	Reporting Carrier	Chouteau Telephone Company
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Chouteau Telephone Company

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Orwell Communications, Inc.		dba FairPoint Long Distance
	Orwell Telephone Company	300649	dba FairPoint Communications
	Peoples Mutual Long Distance Company		dba FairPoint Long Distance
	Peoples Mutual Telephone Company	190244	dba FairPoint Communications
	Quality One Technologies, Inc.		dba FairPoint Long Distance
	Ravenswood Communications, Inc.		
	Sidney Telephone Company	103313	dba FairPoint Communications ? Sidney Telephone Company
	ST Enterprises, Ltd.		
	ST Long Distance, Inc.		FairPoint Long Distance (Kansas, Colorado, Oklahoma)
	ST Long Distance, Inc.		FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
	ST Long Distance, Inc.		FairPoint Communications Long Distance (Missouri)
	St. Joe Communications, Inc.	210339	dba FairPoint Communications
	Standish Telephone Company	100025	dba FairPoint Communications ? Standish Telephone Company
	Sunflower Telephone Company, Inc.	461835	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado)
	Taconic Technology Corp.		
	Taconic TelCom Corp.		dba FairPoint Long Distance
	Taconic Telephone Corp.	150084	dba FairPoint Communications
	Telephone Operating Company of Vermont LLC	145115	dba FairPoint Communications
	The El Paso Telephone Company	341004	dba FairPoint Communications
	UI Long Distance, Inc.		dba FairPoint Long Distance
	Unite Communications Systems, Inc.		FairPoint Communications
	Utilities, Inc.		dba FairPoint Communications (Maine)
	Utilities, Inc.		dba FairPoint Utilities (New Hampshire)



<810>	Reporting Carrier	Chouteau Telephone Company
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Chouteau Telephone Company

[illegible]

Chouteau Telephone Company  
431981  
Oklahoma  
Line 920 – Tribal Government Engagement Obligation



Patrick L. Morse  
SR VP Government Affairs



Telephone: 620-227-4400  
Facsimile: 620-227-8576  
908 W. Frontview  
P.O. Box 199  
Dodge City, KS 67801-0199

January 16, 2013



I can be reached at 620.227.4409 or at [pmorse@fairpoint.com](mailto:pmorse@fairpoint.com). I look forward to your reply.

Sincerely,

A handwritten signature in black ink, appearing to be "PL Morse", written over a horizontal line.

Patrick L. Morse  
SR VP Government Affairs

FCC FORM 481

Line 1010 –Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)



Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Chouteau Telephone Company provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The tariff pages outlining the terms of the Lifeline Program in Chouteau Telephone Company are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/llr.asp?cid=1644>.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FairPoint Communications  
Local Exchange Tariff

SECTION 3  
First Revised Page 4

LOCAL EXCHANGE SERVICE

I. LIFELINE SERVICE

A. Applicability

1. Lifeline Service is a telecommunications service assistance program designed to provide eligible residential customers with a credit to be applied to the price of basic local exchange service.
2. Eligible customers will receive a credit as set forth in Section D. Lifeline Credits below, to be applied to their basic local exchange access service.
3. Customers shall not receive more than one Lifeline credit regardless of the number of residential access lines or locations the customer receives service within the State of Oklahoma.
4. All charges, either recurring or nonrecurring, for any service or feature other than Lifeline Service shall be billed at the tariffed rate.
5. Lifeline Service shall not be available on a retroactive basis.

B. Designated Services Available to Lifeline Customers <sup>(1)</sup>

The following services shall be offered to eligible Lifeline customers:

1. Single Party Service
2. Local Usage
3. Touch Tone Services
4. Voice Grade Access to the Public Switched Network
5. Access to Emergency Services
6. Access to Operator Services
7. Access to Interexchange Services
8. Access to Directory Assistance
9. Availability of Toll Restriction at No Charge <sup>(2)</sup>

C. Eligibility Requirements for Lifeline Service in Non-Tribal Areas

1. Customers or applicants seeking a Lifeline service credit must provide documentation to the Company establishing that the customer or applicant meets one or more of the following eligibility requirements prior to receiving the Lifeline service credit. The applicant must check all that apply.

(1) Lifeline service may not be disconnected for non-payment of toll charges.

(2) Eligible customers accepting toll restriction services shall not be required to pay a deposit.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FAIRPOINT COMMUNICATIONS  
Local Exchange Tariff

SECTION 3  
Second Revised Page 5

LOCAL EXCHANGE SERVICE

I. LIFELINE SERVICE

C. Eligibility Requirements for Lifeline Service in Non-Tribal Areas  
(Continued)

- a. The applicant or customer must meet the requirements for eligibility for either Medicaid/SoonerCare, Supplemental Nutrition Assistance Program ("SNAP" f/k/a Food Stamps), federal public housing, Low-Income Energy Assistance Program, Supplemental Security Income, Temporary Assistance for Needy Families ("TANF"), National School Lunch Program ("NSL") Food Distribution Program on Indian Reservations ("FDPIR") or 135% of the Federal Poverty Guidelines. Additionally, persons who are eligible recipients of income assistance for Vocational Rehabilitation (including Aid to the Hearing Impaired) are also eligible for the Lifeline Service credit; or
  - b. Are eligible for or receive assistance or benefits, as certified by the State Department of Rehabilitation services, under programs providing vocational rehabilitation, including aid to the hearing impaired; or
  - c. Are eligible for or receive assistance or benefits, as certified by the Oklahoma Tax Commission, pursuant to the Sales Tax Relief Act, section 5011 et seq. of Title 68 of the Oklahoma Statutes.
  - d. For federal income tax purposes, the applicant is not a dependant unless over sixty years of age.
2. The eligibility requirements listed above will be certified to by the applicant or the applicable state agency. The Company assumes no responsibility for the certification of customers or applicants eligibility.
  3. Upon receipt of the applicant's documentation establishing eligibility as stated above, the Company will begin providing the credit.
  4. Lifeline customers are required to provide documentation for the purpose of determining their continuing eligibility for the Lifeline credit, upon request of the Company, no less frequently than annually.
  5. The Lifeline service credit will be discontinued for customers who no longer meet the eligibility requirements for the Lifeline Service credit.

D. Lifeline Credits in Non-Tribal Areas

Monthly Credit

Federal Lifeline Credit:	\$9.25
Oklahoma Universal Service Fund Credit:	\$1.17(1)

(1) OUSF Credit does not apply to a customer that qualifies under the 135% of Federal Poverty Guidelines.

Issued: 7-31-12

Legal Authority: OAC 165:55-5-10(c)

Effective: 8-1-12

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

**FAIRPOINT COMMUNICATIONS**  
Local Exchange Tariff

**SECTION 3**  
Third Revised Page 6

**LOCAL EXCHANGE SERVICE**

**I. LIFELINE SERVICE**

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Issued: 7-31-12

Legal Authority: OAC 165:55-5-10(c)

Effective: 8-1-12



Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FairPoint Communications  
Local Exchange Tariff

SECTION 3  
Second Revised Page 7

LOCAL EXCHANGE SERVICE

I. LIFELINE SERVICE

E. Eligibility Requirements for Lifeline Service On Tribal Lands

1. The applicant or customer seeking to obtain Lifeline Service on Tribal Lands (see definition in 2.a. below) must demonstrate their current participation in at least one of the following assistance programs. The Applicant or customer shall complete and sign, under penalty of perjury, an authorization and self certification form provided by the Company. The Applicant or customer must check all of the following that apply.
  - a. Supplemental Nutrition Assistance Program ("SNAP") f/k/a Food Stamps
  - b. Aid to Families with Dependent Children (AFDC)
  - c. Supplemental Security Income (SSI)
  - d. Medical Assistance
  - e. Vocational Rehabilitation (including aid to the hearing impaired)
  - f. Oklahoma Sales Tax Relief
  - g. Federal Public Housing Assistance
  - h. Low Income Home Energy Assistance Program
  - i. Food Distribution Program on Indian Reservations ("FDPPIR")
  - j. 135% of the Federal Poverty Guidelines
  - k. Bureau of Indian Affairs general assistance; <sup>(1)</sup>
  - l. Temporary Assistance for Needy Families (TANF) tribally-administered block grant programs; <sup>(2)</sup>
  - m. Head Start Programs (only applicant or customer who satisfy the income qualifying eligibility provision); or
  - n. National School Lunch Program (only applicant or customer who satisfy the income standard of the program for free meals).
2. The applicant or customer must also certify:
  - a. Residence on Tribal Lands as described in Title 25, Code of Federal Regulations, Section 20.1, paragraph (v).
  - b. Agreement to notify Company if applicant or customer no longer participates in the program or programs described in paragraph 1. above, for which the Applicant or Customer certified their participation in.
  - c. The applicant must not be a dependent for Federal Income Tax purposes, unless the applicant is over the age of 60.
3. Upon receipt of the completed self certification, Company will begin providing the credit set forth in F. below. Lifeline credits will not be implemented or continued unless telephone service arrangements are remain, within the Lifeline Service criteria specified above.

(1) Applicant must "have sufficient resources to meet the basic and special needs defined by the Bureau Standard of assistance," 25 C.F.R. § 20.21.

(2) 42 U.S.C. § 612 and 45 C.F.R. § 286.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

**FAIRPOINT COMMUNICATIONS**  
Local Exchange Tariff

**SECTION 3**  
Fourth Revised Page 8

**LOCAL EXCHANGE SERVICE**

**I. LIFELINE SERVICE**

**B. Eligibility Requirements for Lifeline Service On Tribal Lands (Continued)**

4. The Lifeline credits will be discontinued upon receipt by the Company of notice by the Customer that they no longer meet the eligibility requirements for the Lifeline credits.
5. The Lifeline credits will be automatically discontinued unless the customer annually certifies they continue to meet the eligibility requirements for Lifeline credits. All such annual re-self certifications must be submitted to the Company within the time frames determined by the Company.
6. Lifeline customers will be converted to standard residential service rates once they no longer qualify for Lifeline Service. No service charge will apply for this change in service.

**F. Lifeline Credits on Tribal Lands**

Lifeline Service on Tribal Lands has been established by the Federal Communications Commission (FCC), therefore eligible Lifeline customers will receive the appropriate credits, depending on the programs the customer participates in, as specified by the FCC in CC Docket No. 96-45 and as set forth below:

1. If a customer indicates eligibility to receive Lifeline credits as, Supplemental Nutrition Assistance Program ("SNAP" f/k/a Food Stamps), Aid to Families with Dependent Children (AFDC), Supplemental Security Income (SSI), Medical Assistance, Vocational Rehabilitation (including aid to the hearing impaired), Food Distribution Program on Indian Reservations ("FDPIR") or Oklahoma Sales Tax Relief Act (68 O.S. §5011, et seq.), then the Customer should receive credits as follows:

	<u>Monthly Credit<sup>(1)</sup></u>
Federal Lifeline Credit	\$ 9.25
Oklahoma Universal Service Fund Credit	\$ 1.17
Additional Federal Credit to Residential Access Line necessary to reduce customer's bill to \$1.00	(2)

- (1) Credit amount will not exceed the total of the subscriber line charge and the residential local exchange rate, less \$1.00. In no instance will a subscriber's monthly local exchange rate be less than \$1.00 after the application of the Lifeline Credits.
- (2) Eligible customers will also receive an additional reduction off the applicable monthly tariff rate for their local exchange service, not to exceed \$25.00 as specified by the FCC in CC Docket No. 96-45.

Issued: 7-31-12

Legal Authority: OAC 165:55-5-10(c)

Effective: 8-1-12

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

FAIRPOINT COMMUNICATIONS  
Local Exchange Tariff

SECTION 3  
Third Revised Page 9

LOCAL EXCHANGE SERVICE

I. LIFELINE SERVICE

F. Lifeline Credits on Tribal Lands (Continued)

2. If a customer indicates his eligibility to receive Lifeline credits as only one or more of the following: Federal Public Housing Assistance, Low Income Home Energy Assistance Program, Bureau of Indian Affairs general assistance, Temporary Assistance for Needy Families (TANF) tribally administered block grant programs, Head Start Programs (only those meeting its income qualifying eligibility provision), 135% of the Federal Poverty Guidelines, or National School Lunch Program (only Applicant or customer who satisfy the income standard of the program for free meals), then the Customer should receive credits as follows:

Monthly Credit <sup>(3)</sup>

Federal Lifeline Credit	\$ 9.25
Additional Federal Credit to Residential Access Line	
Necessary to reduce customer's bill to \$1.00	(see footnote (4) below)

- (3) Credit amount will not exceed the total of the subscriber line charge and the residential local exchange rate less \$1.00. In no instance will a subscriber's monthly local exchange rate be less than \$1.00 after the application of the Lifeline Credits.
- (4) Eligible customers will also receive an additional reduction off the applicable monthly tariff rate for their local exchange service, not to exceed \$25.00 as specified by the FCC in CC Docket No. 96-45.

Issued: 7-31-12

Legal Authority: OAC 165:55-5-10(c)

Effective: 8-1-12







June 30, 2014

*Connect America Fund, WC Docket No. 10-90*

**REDACTED – FOR PUBLIC INSPECTION**

Columbine Telecom Company



<b>FCC Form 481 - Carrier Annual Reporting</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	462204
<015>	Study Area Name	COLARBINE ACQ CORP
<020>	Program Year	2015
<030>	Contact Name: Person USAC should contact with questions about this data	Barbara Galardo
<035>	Contact Telephone Number: Number of the person identified in data line <030>	2075354126 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	bgalardo@fairpoint.com

ANNUAL REPORTING FOR ALL CARRIERS			54.313 Completion Required	54.422 Completion Required
(check box when complete)				
<100>	Service Quality Improvement Reporting	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200>	Outage Reporting (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210>	[REDACTED] - check box if no outages to report		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300>	Unfulfilled Service Requests (voice)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310>	Detail on Attempts (voice)	[REDACTED] (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320>	Unfulfilled Service Requests (broadband)		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330>	Detail on Attempts (broadband)	[REDACTED] (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<400>	Number of Complaints per 1,000 customers (voice)			
<410>	Fixed		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420>	Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430>	Number of Complaints per 1,000 customers (broadband)			
<440>	Fixed		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450>	Mobile	0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500>	Service Quality Standards & Consumer Protection Rules Compliance	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510>	462204co510.pdf	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600>	Functionality in Emergency Situations	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610>	462204co610.pdf	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700>	Company Price Offerings (voice)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710>	Company Price Offerings (broadband)	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800>	Operating Companies and Affiliates	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900>	Tribal Land Offerings (Y/N)?	(if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000>	Voice Services Rate Comparability	(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010>	1010 Voice Service Rate Comparability.pdf	(attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100>	Terrestrial Backhaul (Y/N)?	(if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110>		(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200>	Terms and Condition for Lifeline Customers	(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet</b> Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers				
<2000>		(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005>		(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<b>Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet</b>				
<3000>		(check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005>		(complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

<b>(100) Service Quality Improvement Reporting Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	442204
<015> Study Area Name	COUNCILSB AQ CCAP
<020> Program Year	2018
<030> Contact Name - Person USAC should contact regarding this data	Bachara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2575344134 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgilardofaigpost.com

<110> Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
If your answer to line <110> is yes, do you have an existing § 54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.	<div style="border: 1px solid black; height: 40px; margin-bottom: 5px;">112 Service Quality Improvement Reporting.pdf</div> <div style="border-top: 1px solid black; padding-top: 5px;">Name of Attached Document</div>
--	---

Please check these boxes below to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to § 54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

<113> Maps detailing progress towards meeting plan targets	<input type="checkbox"/>
<114> Report how much universal service (USF) support was received	<input type="checkbox"/>
<115> How (USF) was used to improve service quality	<input type="checkbox"/>
<116> How (USF) was used to improve service coverage	<input type="checkbox"/>
<117> How (USF) was used to improve service capacity	<input type="checkbox"/>
<118> Provide an explanation of network improvement targets not met in the prior calendar year.	<input type="checkbox"/>





(100) Price Offerings (Including Voice Rate Data)  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010> Study Area Code	652204
<015> Study Area Name	COLLEGEWAY ACQ CORP
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2095541128 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<701>	Residential Local Service Charge Effective Date	1/1/2024
<702>	Single State-wide Residential Local Service Charge	

[illegible]

(710) Broadband Price Offerings  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	462204
<015>	Study Area Name	COLORADO ACQ CORP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Bertara Galarzo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075354124 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalarzo@fairpoint.com

[illegible]





<b>(900) Tribal Lands Reporting</b> <b>Data Collection Form</b>	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
--	--

<010> Study Area Code	442901
<015> Study Area Name	COLUMBIA ACQ CORP
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galebo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalebo@fatspolat.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select (Yes, No, NA)

(1100) No Terrestrial Backhaul Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	442204
<015> Study Area Name	COLOMBIEN ACQ CORP
<020> Program Year	2019
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardi
<035> Contact Telephone Number - Number of person identified in data line <030>	2075254324 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardi@satpoint.com

Please check this box to confirm no terrestrial backhaul  
<1120> options exist within the supported area pursuant to § 54.313(G) ☐

Please check this box to confirm the reporting carrier offers  
<1130> broadband service of at least 1 Mbps downstream and 256 kbps  
upstream within the supported area pursuant to § 54.313(G) ☐

<b>(1200) Terms and Condition for Lifeline Customers</b>		FCC Form 481
<b>Lifeline Data Collection Form</b>		OMB Control No. 3060-0986/OMB Control No. 3050-0819
		July 2013

<010>	Study Area Code	462204
<015>	Study Area Name	COLOMBIA ACO CORP
<020>	Program Year	2013
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075394326 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@airpoint.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <http://www.taciffw.net/fairpoint/tier.asp?id=1664>

\*Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers. ☒
- <1222> Details on the number of minutes provided as part of the plan. ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

<b>(2000) Price Cap Carrier Additional Documentation</b>		FCC Form 481
<b>Data Collection Form</b>		OMB Control No. 3060-0086/OMB Control No. 3060-0819
<i>Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers</i>		July 2013

<010>	Study Area Code	462204
<015>	Study Area Name	COLUMBIEN 600 6087
<020>	Program Year	2013
<030>	Contact Name - Person USAC should contact regarding this data	Bashara Delardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2013354326 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bashara@fairpoint.com

CHECK the boxes below to note compliance as a recipient of Incremental Connect America Phase I support, Frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b)(1),(d),(e) the information reported on this form and in the documents attached below is accurate.

<b>Incremental Connect America Phase I reporting</b>		
<2010>	2nd Year Certification (47 CFR § 54.313(b)(1))	<input type="checkbox"/>
<2011>	3rd Year Certification (47 CFR § 54.313(b)(2))	<input type="checkbox"/>
<b>Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))</b>		
<2012>	2013 Frozen Support Certification	<input type="checkbox"/>
<2013>	2014 Frozen Support Certification	<input type="checkbox"/>
<2014>	2015 Frozen Support Certification	<input type="checkbox"/>
<2015>	2016 and future Frozen Support Certification	<input type="checkbox"/>
<b>Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))</b>		
<2016>	Certification Support Used to Build Broadband	<input type="checkbox"/>
<b>Connect America Phase II Reporting (47 CFR § 54.313(e))</b>		
<2017>	3rd year Broadband Service Certification	<input type="checkbox"/>
<2018>	5th year Broadband Service Certification	<input type="checkbox"/>
<2019>	Interim Progress Certification	<input type="checkbox"/>
<2020>	Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	
<2021>	Interim Program Community Anchor Institutions	<div style="border: 1px solid black; height: 40px; width: 100%;"></div>

Name of Attached Document Listing Required Information



(R000) Rate Of Return Center 364000-001 Document 0001		FCC Form 432
Data Collection Form		OMB Control No. 3060-0764/OMB Control No. 3060-0819
		July 2013

(010) Study Area Code (011) Study Area Name (012) Program Year (013) Contact Name - Person USAC should contact regarding USAC data (014) Contact Telephone Number - Number of persons identified in data file (010) (015) Contact Email Address - Email Address of person identified in data file (010)	562201 COMMUNITIES AND CORP 2013 BARRERA, Gabriela 2023354124, ext. gabriela.barrera@usac.mil
--	--

CHECK the boxes below to state compliance with the five year service quality plan (pursuant to 47 CFR § 54.302(i)) and, for privately held carriers, asserting compliance with the financial reporting requirements set forth in 47 CFR § 54.313(i)(2). Further certify that the information reported on this form and in the documents attached below is accurate.

(016) Progress Report on 5 Year Wireline Certification (47 CFR § 54.313(i)(1))  (017) Please check this box to confirm that the attached document(s), on line 3012, contains the required information pursuant to § 54.313(i)(2). The carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.  (018) Community Anchor Institutions (47 CFR § 54.313(i)(2))  (019) Is your company a Privately Held ROR Carrier (47 CFR § 54.311(i)(2)) (020) If yes, does your company file a RUS annual report  (021) Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(i)(2) compliance requires: (022) Electronically copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) (023) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows  (024) If the response is yes on line 3019, attach your company's RUS annual report and all required documentation  (025) If the response is no on line 3019, is your company audited? If the response is yes on line 3019, please check the boxes below to confirm your submission, on line 3018, contains: (026) A true copy of their audited financial statements or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers (027) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows (028) Management letter issued by the independent certified public accountant that performed the company's financial audit If the response is no on line 3019, please check the boxes below to confirm your submission, on line 3018, contains: (029) Copy of their financial statements which has been subject to review by an independent certified public accountant or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers (030) Underlying information subjected to a review by an independent certified public accountant (031) Underlying information subjected to an officer certification (032) Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows  (033) Attach the worksheet listing required information	<div style="border: 1px solid black; height: 30px; margin-bottom: 5px;"></div> Name of Attached Document Listing Required Information  <div style="border: 1px solid black; height: 30px; margin-bottom: 5px;"></div> Name of Attached Document Listing Required Information  (Yes/No) <input checked="" type="checkbox"/> (Yes/No) <input checked="" type="checkbox"/> (Yes/No) <input checked="" type="checkbox"/> (Yes/No) <input checked="" type="checkbox"/> <div style="border: 1px solid black; height: 30px; margin-bottom: 5px;"></div> Name of Attached Document Listing Required Information (Yes/No) <input checked="" type="checkbox"/> (Yes/No) <input checked="" type="checkbox"/> (Yes/No) <input checked="" type="checkbox"/> (Yes/No) <input checked="" type="checkbox"/> <div style="border: 1px solid black; height: 30px; margin-bottom: 5px;"></div> Name of Attached Document Listing Required Information (Yes/No) <input checked="" type="checkbox"/> (Yes/No) <input checked="" type="checkbox"/> (Yes/No) <input checked="" type="checkbox"/> (Yes/No) <input checked="" type="checkbox"/> <div style="border: 1px solid black; height: 30px; margin-bottom: 5px;"></div> Name of Attached Document Listing Required Information (Yes/No) <input checked="" type="checkbox"/> (Yes/No) <input checked="" type="checkbox"/> (Yes/No) <input checked="" type="checkbox"/> (Yes/No) <input checked="" type="checkbox"/> <div style="border: 1px solid black; height: 30px; margin-bottom: 5px;"></div> Name of Attached Document Listing Required Information
--	--

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	462204
<015> Study Area Name	COLUMBINE ACQ CORP
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075354126 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier:	COLUMBINE ACQ CORP
Signature of Authorized Officer:	CERTIFIED ONLINE Date 6/25/14
Printed name of Authorized Officer:	Mike Skrivan
Title or position of Authorized Officer:	VP Regulatory
Telephone number of Authorized Officer:	2075355100 ext.
Study Area Code of Reporting Carrier:	462204 Filing Due Date for this form: 07/01/2014
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## Attachments

FCC Form 481

Line 100- Service Quality Improvement Reporting  
{47 CFR 54.313(a)(1)}

In the FCC's Public Notice DA 14-951, released May 1, 2014, the FCC waived the requirement for price cap ETCs to file a five-year plan.<sup>1</sup>

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<sup>1</sup> The Public Notice stated, in relevant part:

We now grant a waiver of this requirement for price cap ETCs for an additional year. Because the Bureau just finalized the Connect America Cost Model, and price cap carriers have not yet had the opportunity to make a state-level commitment for Connect America Phase II, we find that it is not in the public interest to require price cap ETCs to file new five-year plans in 2014 for the same reason as last year: they do not yet know which areas they will be serving in the future.



Columbine Acq Corp.  
462204  
Line 310

For the period January 1, 2013 through December 31, 2013, Columbine Acq Corp. (SAC #462204) had

[REDACTED]

Columbine ACQ Corp.  
Colorado  
462204

**Line 510: Service Quality Reporting/Consumer Protection Rules Compliance**

Columbine AQC Corp. hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company complies with service quality and consumer protection provisions under state law. These provisions include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of The Colorado Public Service Commission which discloses rates, terms and conditions of service to customers; (2) compliance with state consumer protection provisions relating to Customer Services as identified in the Code of State Regulations, compliance with provisions for Quality of Service as identified in the Code of State Regulations, compliance with Service Objectives as identified in the Code of State Regulations, compliance with customer Inquiry procedure as identified in the Code of State Regulations, compliance with Dispute standards as identified in the Code of State Regulations; (3) compliance with truth-in-billing requirements; and (4) compliance with Federal CPNI rules, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

In establishing this certification in its *2005 ETC Order*,<sup>1</sup> the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."<sup>2</sup> The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement and that the sufficiency of other commitments would be considered on a case-by-case basis. In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."<sup>3</sup>

Columbine AQC Corp are subject to Service Quality reporting requirements per 4 CCR 723-2, Rule 2341. Trouble reports exceeding 8 reports per 100 lines (averaged over a 3-month period) and Out-of-Service reports under 85% cleared within 24 hours (per wire center) are to be submitted to the Commission within 31 days following the end of the month in which the standard is not met via written report listing each offending wire center. Penalties and or fines may be assessed in the event of non-compliance pursuant to state regulations.

If a customer has a concern about their FairPoint Communications' service or billing, he/she can contact repair service, technical support or customer service with information found on their statement. Customers may also contact agencies, through information posted in the phone directory, website, and tariff pages. All consumer complaints whether from Attorney Generals' offices, Public Utility Commissions, Better Business Bureaus, Federal Communications Commission and all other agencies are sent to the FairPoint Communications' Maine office via U.S. Mail or by electronic mail at [consumer@fairpoint.com](mailto:consumer@fairpoint.com). The complaints are directed to the appropriate responsible Company Team member within FairPoint Communications for resolution and response to the customer.

<sup>1</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("2005 ETC Order").

<sup>2</sup> *Id.* at para. 28.



FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Bamey Boynton  
Director, Operational Risk

Form 481 Line 610: Functionality In Emergency Situations

## Business Continuity Plan Overview

### Introduction

FairPoint Communications, Inc. ("FairPoint") is committed to maintaining a vigilant state of disaster preparedness for the interests of our customers, stockholders, employees and other critical stakeholders.

The purpose of our Business Continuity Plan (BCP) is to define the disaster preparedness and recovery protocols and procedures required to restore FairPoint's critical business support functions, inside and outside plant systems and operations within FairPoint's operating footprint.

BCP components detail FairPoint's procedures for preparing for and responding to an emergency situation affecting our ability to deliver core services to our customers and our ability to meet legal dictates, and regulatory requirements.

This document discusses the following:

- BCP Scope & Structure
- Recovery Strategies and Logistics
- Plan Maintenance and Exercising

### BCP Scope

FairPoint's business continuity response planning is concentrated on two critical operational areas:

- Customer Interfacing – It is recognized that a "business impact" only occurs when an external-interfacing element is disrupted. In essence, this means that if FairPoint experiences a disruptive event, but one that does not breach the outer-shell of the FairPoint operation and interrupt critical customer services, customer product or other external end-user, then it does not have a business impact, as defined by the BCP
- Infrastructure Integrity – Without critical infrastructure systems, the ability for all other FairPoint business operations (back/front office) can come to a halt. It is these infrastructure systems that provide the critical human-factor of our customer-interfacing services. Critical infrastructure would address such services / systems as, building space for staff, service utilities, telecom network, IT network, etc.

The BCP has been developed to assure the continuity of critical customer interfacing services and systems should a physical incident or workforce disruption event occur, which affects:

- IT/IS
- Administrative and Support Operations
- Inside and Outside Plant Operations
- NOC (Network Operations Center)
- E-9-1-1
- Dispatch
- Repair Center

FairPoint has developed response / recovery strategies addressing physically disruptive incidents and workforce related disruptive incidents (i.e., work-stoppage and pandemic). All response strategies are based on recovery time objectives of those department functions and critical infrastructure systems essential to sustain customer interfacing services.



FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Barney Boynton  
Director, Operational Risk

### **BCP Structure**

The BCP consists of several components:

- The BCP Manual (an overview of all BCP documents)
- IR Playbooks (addresses the response procedures for Physical and Workforce related events),
- Appendices (the IR Playbook procedures links to these Resources Files)
- Department Recovery Plans (Business and Plant Operations)
- Business Impact Assessments (Business and Plant Operations)

The Event Response diagram below identifies the overall BCP documentation and how a disruption or incident will dictate which path of the BCP will be followed to restore business operations.

Once the incident or disruption occurs, the Impact first needs to be quickly assessed to determine whether it is a physically disruptive event (local or regional) ("Physically Disruptive Event") or a workforce disruptive event (work-stoppage or pandemic) ("Work-Force Related Disruptive Event"). The disruption is always focused on critical business operations and services that can impact customer interfacing / deliverables.





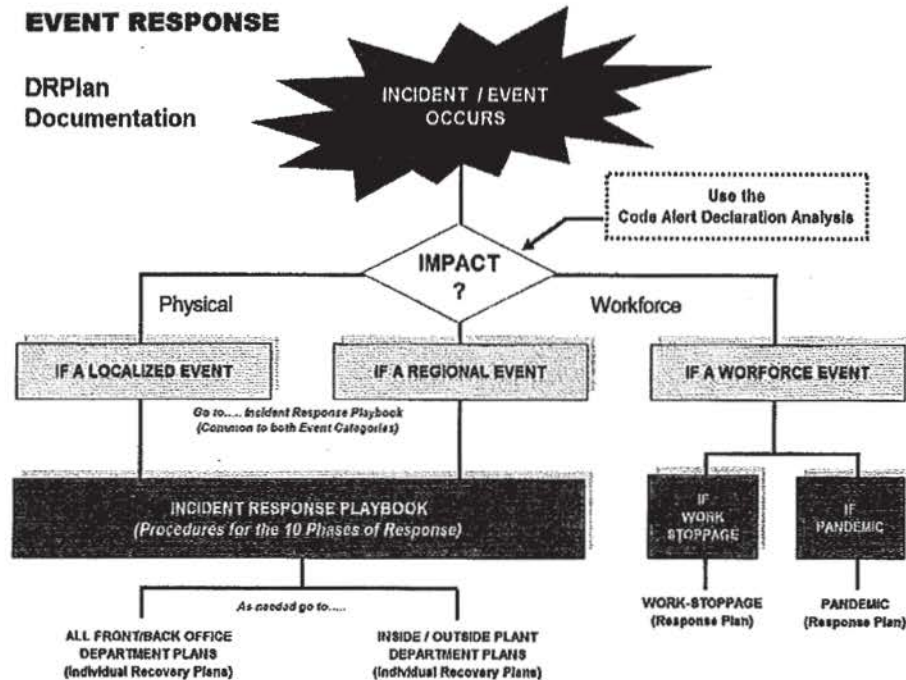
FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Barney Boynton  
Director, Operational Risk

## EVENT RESPONSE

DRPlan  
Documentation



### Recovery Strategies and Logistics

Our BCP is based on the premise that FairPoint cannot stop disasters from occurring, but we can address the IMPACT of incidents should they occur. Where possible we will provide risk mitigation measures that will minimize the likelihood of having a serious disruptive incident but in no case can we eliminate all disruptive possibilities. The BCP is triggered by a Disruption Scenario, not a Threat Scenario. FairPoint pre-plans for potential break-points that can result in a customer interfacing disruption and incorporates recovery strategies that will inherently address any potential threat and any resulting business disruption impact. The actual threat (i.e. fire, flood, etc.) is pertinent only with respect to immediate response activities. All subsequent response efforts are focused on the assessment of damages (physical losses and recovery duration) and the implementation of restoration and recovery strategies. The restoration of the business servicing operations and infrastructure systems is based on salvage, replacement of systems and alternate functionality measures, which are pre-defined in the BCP.

Each department has developed a recovery plan based on its critical operations as they pertain to the deliverables they contribute to our customers. FairPoint has triaged the recovery efforts based on the concept of customer servicing impact. Federal and State regulatory requirements have a high level of consideration in





FairPoint Communications

1 Davis Farm Road  
Portland, ME 04103

Barney Boynton  
Director, Operational Risk

addition to the business impact concerns. The BCP goal is to minimize the disruption duration as much as is practical and provide a level of risk mitigation that will maintain critical operations.

The Ten Response Phases of Physical Event are:

- Incident Notification
- Visual Damage Assessment
- Incident Stabilization
- Command Center Initiation
- Initial Notifications to Business Departments – to activate plans
- Primary Site Damage Assessments
- Ready Alternate Restoration Sites
- Primary Site Salvage & Recovery
- Business Restoration Process
- Primary Site Re-established

#### **Plan Maintenance and Exercising**

The BCP is a living document. Updates to the plan are ongoing with changes incorporated annually at a minimum. Individual plan components are scenario tested with oversight from FairPoint's Corporate Risk Management Team.

<010>	Study Area Code	462204
<015>	Study Area Name	COMMUNITY ACQ CORP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2035366126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalardo@airpoint.co

<701>	Residential Local Service Charge Effective Date	1/1/2014
<702>	Single State-wide Residential Local Service Charge	

(703)

[illegible]

<010>	Study Area Code	462204
<015>	Study Area Name	COLOMBIA LAG CAMP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Berbara Delgado
<035>	Contact Telephone Number - Number of person identified in data line <030>	2032561128 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgarla@hotmail.com

[illegible]

<010>	Study Area Code	462204
<015>	Study Area Name	COLUMBIA RIVER CORP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galarzo
<035>	Contact Telephone Number - Number of person identified in data line <030>	205356126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalarzo@fairpoint.com

[illegible]

[800] Operating Companies Data Collection Form		FCC Form 481 OMB Control No. 3060-0086/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	462206
<015>	Study Area Name	COLUMBINE ACQ CORP
<020>	Program Year	2019
<030>	Contact Name - Person USAC should contact regarding this data	Bachara Oslando
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075254126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bosalardo@fairpoint.com
<810>	Reporting Carrier	Columbine Acq Corp.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Columbine Acq Corp.

<813>	<81>	<82>	<83>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	BE Mobile Communications, Incorporated		dba FairPoint Long Distance
	Bentleyville Communications Corporation	170145	dba FairPoint Communications
	Berkshire Cable Corp.		dba FairPoint Long Distance
	Berkshire Cellular, Inc.		
	Berkshire New York Access, Inc.		
	Berkshire Telephone Corporation	150579	dba FairPoint Communications
	Big Sandy Telecom, Inc.	462192	dba FairPoint Communications / Big Sandy Telecom, Inc.
	Bluestem Telephone Company	411815	dba FairPoint Communications
	C & E Communications, Ltd.		
	Chautauqua & Erie Communications, Inc.		dba FairPoint Long Distance
	Chautauqua and Erie Telephone Corporation	180078	dba FairPoint Communications
	China Telephone Company	100094	dba FairPoint Communications ? China Telephone Company
	Chouteau Telephone Company	431981	dba FairPoint Communications
	Columbine Telecom Company (f/k/a Columbine Acquisition Corp.	462206	dba FairPoint Communications / Columbine Telecom Company
	Columbus Grove Telephone Company	300504	dba FairPoint Communications
	COM Networks, Inc.		
	Comerco, Inc.		dba FairPoint Long Distance
	Community Service Telephone Co.	100915	dba FairPoint Communications ? Community Service Telephone Co.
	C-R Communications, Inc.		
	C-R Long Distance, Inc.		dba FairPoint Long Distance / C-R Long Distance, Inc.
	C-R Telephone Company	343069	dba FairPoint Communications / C-R Telephone Company
	El Paso Long Distance Company		dba FairPoint Long Distance / El Paso Long Distance Company
	Ellensburg Telephone Company	522412	dba FairPoint Communications



<010>	Study Area Code	462201
<015>	Study Area Name	COLUMBIA AEG CORP
<020>	Program Year	2015
<030>	Contact Name - Person USAC should contact regarding this data	Barbara Galsardo
<035>	Contact Telephone Number - Number of person identified in data line <030>	2075551126 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	bgalsardo@fairpoint.com
<810>	Reporting Carrier	Columbia Aeg Corp.
<811>	Holding Company	FairPoint Communications, Inc.
<812>	Operating Company	Columbina Aeg Corp.

<#1>	<#2>	<#3>
Affiliates	SAC	Doing Business As Company or Brand Designation
Elitel Long Distance Corp.		dba FairPoint Long Distance
Enhanced Communications of Northern New England Inc.		
ExOp of Missouri, Inc.		dba FairPoint Communications
FairPoint Broadband, Inc.		dba FairPoint Communications
FairPoint Business Services LLC		
FairPoint Carrier Services, Inc.		
FairPoint Communications Missouri, Inc.	421472	dba FairPoint Communications
FairPoint Logistics, Inc. (f/k/a MJD Capital Corp.)		
FairPoint Vermont, Inc.		dba FairPoint Communications
Germantown Independent Telephone Company	300438	dba FairPoint Communications
Germantown Long Distance Company		dba FairPoint Long Distance
GTC Communications, Inc. (f/k/a TPG Communications, Inc.)		
GTC, Inc.	210191	(Floral) dba FairPoint Communications
GTC, Inc.	210229	(Perry) dba FairPoint Communications
Maine Telephone Company	100926	dba FairPoint Communications ? Maine Telephone Company
Marianna and Scenery Hill Telephone Company	170185	dba FairPoint Communications
Marianna Tel, Inc.		dba FairPoint Long Distance
MJD Services Corp.		
MJD Ventures, Inc.		
Northern New England Telephone Operations LLC - Maine	105331	dba FairPoint Communications
Northern New England Telephone Operations LLC - Maine	125313	dba FairPoint Communications
Northeast Telephone Company of Maine, Inc.	103223	dba FairPoint Communications ? Northeast Telephone Company of Maine, Inc. (Maine)
Odin Telephone Exchange, Inc.	241069	dba FairPoint Communications / Odin Telephone Exchange, Inc.

(800) Operating Companies Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010> Study Area Code	462204
<015> Study Area Name	COLUMBIA ACQ CORP
<020> Program Year	2015
<030> Contact Name - Person USAC should contact regarding this data	Barbara Galardo
<035> Contact Telephone Number - Number of person identified in data line <030>	2075358126 ext.
<035> Contact Email Address - Email Address of person identified in data line <030>	bgalardo@fairpoint.com

<810> Reporting Carrier	Columbia Acq Corp.
<811> Holding Company	FairPoint Communications, Inc.
<812> Operating Company	Columbia Acq Corp.

<813>	<a1>	<a2>	<a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
	Orwell Communications, Inc.		dba FairPoint Long Distance
	Orwell Telephone Company	200849	dba FairPoint Communications
	Peoples Mutual Long Distance Company		dba FairPoint Long Distance
	Peoples Mutual Telephone Company	190241	dba FairPoint Communications
	Quality One Technologies, Inc.		dba FairPoint Long Distance
	Ravenswood Communications, Inc.		
	Sidney Telephone Company	102313	dba FairPoint Communications ? Sidney Telephone Company
	ST Enterprises, Ltd.		
	ST Long Distance, Inc.		FairPoint Long Distance (Kansas, Colorado, Oklahoma)
	ST Long Distance, Inc.		FairPoint Long Distance / ST Long Distance, Inc. (Illinois)
	ST Long Distance, Inc.		FairPoint Communications Long Distance (Missouri)
	St. Joe Communications, Inc.	210239	dba FairPoint Communications
	Standish Telephone Company	100025	dba FairPoint Communications ? Standish Telephone Company
	Sunflower Telephone Company, Inc.	161835	dba FairPoint Communications/Sunflower Telephone Company, Inc. (Colorado)
	Taconic Technology Corp.		
	Taconic TelCom Corp.		dba FairPoint Long Distance
	Taconic Telephone Corp.	150284	dba FairPoint Communications
	Telephone Operating Company of Vermont LLC	145125	dba FairPoint Communications
	The El Paso Telephone Company	241024	dba FairPoint Communications
	UI Long Distance, Inc.		dba FairPoint Long Distance
	Unite Communications Systems, Inc.		FairPoint Communications
	Utilities, Inc.		dba FairPoint Communications (Maine)
	Utilities, Inc.		dba FairPoint Utilities (New Hampshire)



FCC FORM 481

Line 1010 –Voice Service Rate Comparability

The pricing of the company's voice services is no more than two standard deviations above the applicable national average urban rate for voice service, as specified in the most recent public notice, FCC DA14-384 released on March 20, 2014.

For Rates See Attachment: (700) Company Price Offerings (voice)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

Columbine Telephone Company provides a Lifeline Program discount for residence service for eligible low income customers. The Lifeline Program discount is applied to any month to month residence local service, package or bundle offering. The discount is intended to offset the Subscriber Line Charge and local line charge, although eligible packages and bundles may have toll calling included in the pricing for the offering.

The tariff pages outlining the terms of the Lifeline Program in Columbine Telephone Company are attached. The terms and conditions of residential basic local exchange service, package and bundle offerings can be found at <http://www.tariffs.net/fairpoint/tier.asp?cid=1644>.



Form 481 Line 1210- Terms & Conditions for Lifeline Customers

COLUMBINE TELEPHONE COMPANY  
Name of Utility

Colo. PUC No. 3  
8<sup>th</sup> Revised Sheet No. 52  
Cancels 7<sup>th</sup> Revised Sheet No. 52

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

4. Colorado Direct Service Programs

4.1 Lifeline Program

The Company shall provide Lifeline Program benefits as defined in 47 C.F.R. §54.401 (a) on a nondiscriminatory basis to all qualifying low-income customers. The Company'sm Lifeline Program offering shall comply with all applicable federal and state laws, including, but not limited to 47 C.F.R. Part 54, Subpart B; the FCC's Lifeline Reform Order (Report and Order released February 6, 2012, WC Docket No. 11-42, et al) and any subsequent clarifying orders.

4.1.1 RESERVED FOR FUTURE USE

(C)

(C)

(C)

(C)

(D)

-----  
(D)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

COLUMBINE TELEPHONE COMPANY

Colo. PUC No. 3  
3<sup>rd</sup> Revised Sheet No. 52.1  
Cancels 2<sup>nd</sup> Revised Sheet No. 52.1

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

4. Colorado Direct Service Programs (Cont'd)

4.1 Low-Income Telephone Assistance Program (Cont'd)

4.1.1 General Description (Cont'd)

- (D) Eligible customers may choose one or both of the programs set forth in paragraphs 4.1.1(B) and (C).
- (B) Eligible customers may obtain "Low-Income Toll Blocking" or "Low-Income Limited Toll Blocking" free of charge. "Low-Income Toll Blocking" is a service that does not allow any toll calls (1+, or 0+). "Low-Income Limited Toll Blocking" provides the customer with limited ability to make toll calls by dialing 0+, and using a calling card, credit card, or prepaid calling card. Billed number screening is applied to all lines equipped with "Low-Income Toll Blocking" or "Low-Income Limited Toll Blocking." Billed number screening prevents most third party, and collect calls from being charged to the access line.
- (F) Eligible customers that elect to take "Low-Income Toll Blocking" will not be required to pay a service deposit.
- (G) Service will not be disconnected for nonpayment of toll as long as the eligible customer continues to pay the local service charges.
- (H) Eligible customers are offered toll control in the following manner. The customer must take "Low-Income Limited Toll Blocking". A line equipped with "Low-Income Limited Toll Blocking" provides the customer with limited ability to make toll calls by dialing an 800 number, and using a calling card, credit card, or prepaid calling card.

4.1.2 Undertaking of the Telephone Company

- (A) The Telephone Company will begin providing the services and Low-Income Telephone Assistance Program discounts described in Section 4.1.1 preceding on the date this tariff is approved or becomes effective by operation of law. (T)
- (B) The Telephone Company will waive the Service Order Charges to change to or from the Low-Income Telephone Assistance Program due to change in eligibility status.
- (C) The Telephone Company will collect a surcharge as determined by the Commission to fund the Low-Income Telephone Assistance Program beginning on July 1, 1991, from each end user utilizing Local Exchange Service within its exchange(s) except as provided in 4.1.3 (C) following.

Colo. PUC No. 3  
 4<sup>th</sup> Revised Sheet No. 52.2  
 Cancels 3<sup>rd</sup> Revised Sheet No. 52.2

### LOCAL ACCESS SERVICE

#### 4.1.2 Undertaking of the Telephone Company (Cont'd)

- (D) The Telephone Company will keep accurate records of the revenues they forgo in reducing their customary charges as a result of this program in conformity with 47 CFR §54.403 and §54.411. Pursuant to 47 CFR §54.401(d) the Telephone Company will provide the records to the federal Administrator.

(A) The Telephone Company will provide the discounts described in Subsections 4.1.1(A) and (B) only to low-income end users who meet the eligibility requirements established by the Emergency Telephone Access Act found in Title 40, Article 3.4 of the Colorado Revised Statutes, and who are certified for eligibility by the Colorado Department of Human Services.

- (C) State or Local governmental bodies and residential endusers eligible for assistance from the Low-Income Telephone Assistance Program, will not be charged the surcharge for the funding of this program as set forth in 4.1.2 (C) above.

(D) ————— (D)

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

COLUMBINE TELEPHONE COMPANY

Colo. PUC No. 3  
3<sup>rd</sup> Revised Sheet No. 52.3  
Cancels 2<sup>nd</sup> Revised Sheet No. 52.3

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

4. Colorado Direct Service Programs (Cont'd)

4.1 Low-Income Telephone Assistance Program (Cont'd)

The end user seeking the Low-Income Telephone Assistance Program discounts are responsible for demonstrating that he/she meets the eligibility requirements of the programs. Furthermore, it will be the obligation of the end user to provide any recertification of eligibility provided by the Colorado Department of Human Services to the Telephone Company in a timely manner.

4.1.5 Payment Arrangements and Credit Allowances

Payment arrangements and credit allowances are as set forth in Section 2.5 preceding.

4.1.6 Rate Regulations

- (A) The Local Exchange Service rate reduction for the Lifeline portion of the Low-Income Telephone Assistance Program participants is as set forth in Section 20.4 (A). The rate reduction will be prorated on the basis of a 30 day month from the effective date of the end user's application.
- (B) The flat rate surcharge for the funding of the Low-Income Telephone Assistance Program is collected on a per access line per month basis from all Business, Residential and Paystation Access lines except State or Local governmental bodies and Low-Income Telephone Assistance Program participants, and is as set forth in 20.4 (B).

(D)  
|  
(D)

- (D) Low-Income Toll Blocking is offered at no charge to eligible customers.
- (B) Low-Income Limited Toll Blocking is offered at no charge to eligible customers.

Form 481 Line 1210- Terms & Conditions for Lifeline Customers

COLUMBINE TELEPHONE COMPANY  
Name of Utility

Colo. PUC No. 3  
23<sup>rd</sup> Revised Sheet No. 93  
Cancels 22<sup>nd</sup> Revised Sheet No. 93

Rules, Regulations or Extension Policy

LOCAL ACCESS SERVICE

20. Rates and Charges

All the rates and charges for the services offered in this tariff are shown in this section. Reference is made for each rate element to the appropriate tariff paragraph where the application of the service is described.

20.1 RESERVED FOR FUTURE USE

20.2 Payment Related Charges

Monthly Rate      Source

(A) Payment Related Charges

(1) Deposit if Required per End User      Not to Exceed 90 days' Basic Local Exch. Svc.      2.4.1(A)

(2) NSF Check Charge, per Check      \$20.00      2.4.1.(B)(1)(b)

20.3 Access Ordering, Service Connection, Move and Change Charges

(1) Service Order Charge, per Order

(A) Initial      \$20.00      3.4(A)  
(B) Subsequent      \$10.00      3.4(A)

(2) Central Office Charge, per Connection      \$20.00      3.4(B)

(3) Premise Visit Charge, per Premise Visit      \$40.00      3.4(C)

(4) Feature Connect Charge, per Connection      \$2.50      3.4(D)

20.4 Lifeline Program

(A) Residential Local Exchange Access Service  
Rate - Lifeline Reduction  
Per Access Line      \$9.25      4.1.6(A)

(D)